

El Paso - Teller County 9-1-1 Call Volume Report November 2018

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	3,675	954	15,224	49	797	3,836	19.49	203.14	96
El Paso County	948	223	3,994	10	304	470	5.23	210.58	56
Teller County	84	10	255	10	48	-	3.66	177.68	10
Peterson AFB	-	-	-	-	-	-	0	0	8
Fort Carson	150	2	303	-	79	72	4.26	138.56	16
Cripple Creek	28	2	63	-	32	-	4.06	203.83	9
Woodland Park	53	5	188	-	41	-	4.07	139.75	8
Monthly Totals	4,938	1,196	20,027	69	1,301	4,378			203
Monthly Total			26,161						

*1- Calls received from wire line telephone devices. *2- Calls received from wireless/VoIP devices *3- Text/SMS messages sent to PSAP *4- Calls transferred to another PSAP
 *5- Calls where caller hung up before call was answered. *6- Average time to answer 9-1-1 Calls in Seconds. *7- Average time on line with caller in Seconds.
 *8- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County 9-1-1 Call Volume Report October 2018

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	3,912	1,040	15,779	30	816	3,909	17.42	209.65	96
El Paso County	943	218	4,138	11	284	461	5.16	210.03	56
Teller County	104	19	307	1	56	-	3.33	158.7	10
Peterson AFB	-	-	-	-	-	-	-	-	8
Fort Carson	179	2	342	-	69	75	4.98	129.31	16
Cripple Creek	31	3	84	-	28	-	4.2	188.56	9
Woodland Park	67	3	185	-	29	-	4.56	139.84	8
Monthly Totals	5,236	1,285	20,835	42	1,282	4,445			203
Monthly Total			27,356						

*1- Calls received from wire line telephone devices. *2- Calls received from wireless/VoIP devices *3- Text/SMS messages sent to PSAP *4- Calls transferred to another PSAP
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El Paso - Teller County 9-1-1 Call Volume Report September 2018

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	3,684	1,051	16,847	45	810	4,104	21.47	206.74	96
El Paso County	966	240	4,479	9		518	5.11	211.96	56
Teller County	113	9	327	1	74	-	3.18	149.32	10
Peterson AFB	-	-	-	-	-	-	-	-	8
Fort Carson	159	1	344	2	78	73	5.28	122.33	16
Cripple Creek	58	2	71	-	36	-	3.76	177.62	9
Woodland Park	82	6	268	-	71	-	5.46	135.62	8
Monthly Totals	5,062	1,309	22,336	57	1,069	4,695			203
Monthly Total			28,707						

*1- Calls received from wire line telephone devices. *2- Calls received from wireless/VoIP devices *3- Text/SMS messages sent to PSAP *4- Calls transferred to another PSAP
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El Paso - Teller County 9-1-1

Call Volume Report

August 2018

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	4,253	1,135	18,071	36	826	4,424	21.46	204.55	96
El Paso County	1,137	238	4,619	15	387	509	5.18	209.87	56
Teller County	171	16	363	1	74	21	2.78	175.33	10
Peterson AFB	2	-	-	-	-	-	4.5	43.12	8
Fort Carson	162	2	394	1	84	78	5.11	128.89	16
Cripple Creek	63	2	86	-	25	16	3.88	230.41	9
Woodland Park	79	3	260	-	53	20	5.04	123.24	8
Monthly Totals	5,867	1,396	23,793	53	1,449	5,068			203
Monthly Total			31,056						

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El Paso - Teller County 9-1-1 Call Volume Report July 2018

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	4,199	1,096	18,101	51	781	4,794	23.59	202.58	96
El Paso County	1,107	262	4,889	14	413	518	5.66	203.15	56
Teller County	181	23	462	2	114	-	3.04	131.56	10
Peterson AFB	-	-	-	-	-	-	-	-	8
Fort Carson	151	-	399	-	102	75	5.15	124.51	16
Cripple Creek	59	1	73	-	15	-	3.63	199.66	9
Woodland Park	58	11	296	-	57	-	5.32	196.32	8
Monthly Totals	5,755	1,393	24,220	67	1,482	5,387			203
Monthly Total			31,368						

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El Paso - Teller County 9-1-1 Call Volume Report June 2018

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	3,992	1,045	17,767	40	901	4,593	24.17	201.23	96
El Paso County	1,062	247	5,022	10	354	545	6.54	185.63	56
Teller County	219	30	545	1	190	-	3.28	122.93	10
Peterson AFB	-	-	-	-	-	-	-	-	8
Fort Carson	122	4	418	-	125	58	5.63	123.7	16
Cripple Creek	37	2	84	-	30	-	3.87	165.78	9
Woodland Park	69	8	235	-	32	-	4.31	135.73	8
Monthly Totals	5,501	1,336	24,071	51	1,632	5,196			203
Monthly Total			30,908						

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El Paso - Teller County 9-1-1

Call Volume Report

May 2018

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	4,097	1,076	17,314	65	788	4,679	24.63	205.23	96
El Paso County	1,130	248	4,629	18	335	569	5.24	199.54	56
Teller County	122	25	454	4	184	-	3.57	129.77	10
Peterson AFB	-	-	-	-	-	-	-	-	8
Fort Carson	155	-	381	3	104	82	5.26	128.08	16
Cripple Creek	27	-	77	-	10	-	3.81	215.59	9
Woodland Park	54	8	151	-	11	-	4.66	186.5	8
Monthly Totals	5,585	1,357	23,006	90	1,432	5,330			203
Monthly Total			29,948						

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El Paso - Teller County 9-1-1
Call Volume Report
Apr 2018

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	3,950	1,013	15,572	39	819	4,002	21.42	201.47	96
El Paso County	1,047	273	4,166	8	317	495	6.32	204.56	56
Teller County	131	7	391	3	163		3.6	131.62	10
Peterson AFB	-	-	-	-	-	-	-	-	8
Fort Carson	162	4	370	3	76	72	4.68	122.31	16
Cripple Creek	20	-	27	-	3		1.65	268.37	9
Woodland Park	37	11	90	-	8		4.98	188.93	8
Monthly Totals	5,347	1,308	20,616	53	1,386	4,569			203
Monthly Total			27,271						

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El Paso - Teller County 9-1-1

Call Volume Report

Mar 2018

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	3,969	1,119	15,697	69	782	4,071	20.56	205.14	96
El Paso County	1,087	220	4,200	6	320	501	5.32	190.85	56
Teller County	97	5	387	-	144	-	3.41	116.41	10
Peterson AFB	-	-	-	-	-	-	0	0	8
Fort Carson	197	5	426	1	76	88	4.82	123.94	16
Cripple Creek	18	2	36	-	8	-	3.22	328.13	9
Woodland Park	34	6	71	-	6	-	5.44	203.17	8
Monthly Totals	5,402	1,357	20,817	76	1,336	4,660			203
Monthly Total			27,576						

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El Paso - Teller County 9-1-1 Call Volume Report Feb 2018

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	3,602	901	13,272	58	652	3,196	15.23	200.19	96
El Paso County	827	206	3,421	15	284	373	5.24	199.65	56
Teller County	103	10	332	2	129		4.02	146.14	10
Peterson AFB	-	-	-	-	-	-	-	-	8
Fort Carson	173	5	325	1	66	65	4.85	113.88	16
Cripple Creek	22	3	27	-	11	-	3.46	306.52	9
Woodland Park	39	6	55	-	1	-	4.76	198.09	8
Monthly Totals	4,766	1,131	17,432	76	1,143	3,634			203
Monthly Total			23,329						

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El Paso - Teller County 9-1-1 Call Volume Report Jan 2018

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	4,079	1,059	14,453	51	812	3,449	13.36	202.19	96
El Paso County	1,145	228	3,816	9	317	595	5.18	204.56	56
Teller County	137	15	401	-	121	-	4.01	131.99	10
Peterson AFB	-	-	-	-	-	-	0	0	8
Fort Carson	144	1	330	1	56	60	4.92	124.87	16
Cripple Creek	24	4	32	-	10	-	3.78	282.2	9
Woodland Park	31	9	52	-	2	-	6.21	206.38	8
Monthly Totals	5,560	1,316	19,084	61	1,318	4,104			203
Monthly Total			25,960						

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El Paso - Teller County 9-1-1 Call Volume Report Dec 2017

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	3,970	1,080	15,077	46	823	3,794	20.13	209.65	96
El Paso County	1,084	220	4,072	8	330	487	5.32	195.74	56
Teller County	199	10	429	2	133	-	3.47	105.32	10
Peterson AFB	-	-	-	-	-	-	N/A	N/A	8
Fort Carson	148	-	335	2	77	62	4.99	153.37	16
Cripple Creek	32	6	21	-	15	-	3.63	287.17	9
Woodland Park	45	12	58	-	1	-	4.47	198.85	8
Monthly Totals	5,478	1,328	19,992	58	1,379	4,343			203
Monthly Total			26,798						

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El Paso - Teller County 9-1-1 Call Volume Report Nov 2017

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	3,910	1,058	15,903	65	767	4,305	26.35	219.42	96
El Paso County	947	213	4,119	8	390	404	5.14	191.78	56
Teller County	170	6	435	-	153	-	3.86	103.51	10
Peterson AFB	-	-	-	-	-	-	0	0	8
Fort Carson	156	5	333	1	102	66	5.21	139.89	16
Cripple Creek	14	-	27	-	12	-	3.04	279.54	9
Woodland Park	49	9	65	-	3	-	5.09	191.83	8
Monthly Totals	5,246	1,291	20,882	74	1,427	4,775			203
Monthly Total			27,419						

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El Paso - Teller County 9-1-1 Call Volume Report Oct 2017

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	3,905	1,015	15,659	43	747	3,968	21.42	208.63	96
El Paso County	995	240	4,046	9	367	407	5.62	193.76	56
Teller County	160	11	568	-	156	-	3.71	102.41	10
Peterson AFB	8	-	9	-	-	13	5.5	17.51	8
Fort Carson	131	4	330	-	73	2	4.43	167.89	16
Cripple Creek	23	1	24	-	15	-	3.93	260.39	9
Woodland Park	31	6	82	-	2	-	4.48	187.71	8
Monthly Totals	5,253	1,277	20,718	52	1,360	4,390			203
Monthly Total			27,248						

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El Paso - Teller County 9-1-1

Call Volume Report

Sept 2017

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	3,843	997	16,865	49	774	3,909	21.13	205.36	96
El Paso County	834	194	4,236	44	368	372	5.36	192.89	56
Teller County	157	12	494	-	161	-	3.67	99.99	10
Peterson AFB	61	-	3	-	1	9	3.36	48.18	8
Fort Carson	155	4	424	-	113	-	4.09	128.19	16
Cripple Creek	17	3	36	-	8	-	3.01	294.09	9
Woodland Park	40	11	84	-	1	-	4.55	192.24	8
Monthly Totals	5,107	1,221	22,142	93	1,426	4,290			203
Monthly Total			28,470						

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El Paso - Teller County 9-1-1

Call Volume Report

Aug 2017

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	3,838	1,032	17,592	67	853	3,681	18.35	198.36	83
El Paso County	1,010	226	4,455	20	412	424	5.74	204.18	50
Teller County	189	11	532	-	171	-	3.49	95.52	10
Peterson AFB	49	4	1	-	1	6	2.92	66.81	8
Fort Carson	148	7	373	3	93	-	4.14	148.91	16
Cripple Creek	20	2	31	-	11	-	3.48	327.77	9
Woodland Park	3	2	89	-	-	-	4.39	184.92	8
Monthly Totals	5,257	1,284	23,073	90	1,541	4,111			184
Monthly Total			29,614						

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El Paso - Teller County 9-1-1 Call Volume Report July 2017

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	3,862	1,102	17,997	46	933	3,963	20.13	200.36	83
El Paso County	1,075	258	4,746	10	389	465	5.32	209.49	50
Teller County	197	23	700	4	243	-	4.03	91.59	10
Peterson AFB	19	-	6	-	-	1	2.04	95.99	8
Fort Carson	132	4	362	-	86	-	4.54	139.62	16
Cripple Creek	27	3	32	-	21	-	3.54	255.66	9
Woodland Park	61	11	108	-	7	-	5.96	197.12	8
Monthly Totals	5,373	1,401	23,951	60	1,679	4,429			184
Monthly Total			30,725						

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 *8- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County 9-1-1 Call Volume Report June 2017

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	3,682	1,071	17,124	64	861	3,725	20.37	208.16	83
El Paso County	955	253	4,534	23	390	398	5.29	204.43	50
Teller County	186	15	609	-	233	-	3.38	120.54	10
Peterson AFB	61	-	7	-	1	3	3.24	67.69	8
Fort Carson	139	-	336	-	71	-	4.69	126.96	16
Cripple Creek	32	2	35	-	16	-	3.31	300.21	9
Woodland Park	43	3	102	-	3	-	4.51	190.22	8
Monthly Totals	5,098	1,344	22,747	87	1,575	4,126			184
Monthly Total			29,189						

*1- Calls received from wire line telephone devices. *2- Calls received from wireless/VoIP devices *3- Text/SMS messages sent to PSAP *4- Calls transferred to another PSAP

*5- Calls where caller hung up before call was answered. *6- Average time to answer 9-1-1 Calls. *7- Average time on line with caller.

*8- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County 9-1-1

Call Volume Report

May 2017

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	3,758	1,099	16,256	58	782	3,671	20.13	215.96	83
El Paso County	1,007	238	4,347	13	392	448	5.42	208.42	50
Teller County	152	9	456	-	166	-	3.15	105.98	10
Peterson AFB	31	-	7	-	1	-	3.21	127.51	8
Fort Carson	140	1	346	-	73	-	4.86	124.18	16
Cripple Creek	17	-	39	-	8	-	3.24	285.16	9
Woodland Park	42	28	63	-	2	-	4.34	173.63	8
Monthly Totals	5,147	1,375	21,514	71	1,424	4,119			184
Monthly Total			28,036						

*1- Calls received from wire line telephone devices. *2- Calls received from wireless/VoIP devices *3- Text/SMS messages sent to PSAP *4- Calls transferred to another PSAP

*5- Calls where caller hung up before call was answered. *6- Average time to answer 9-1-1 Calls. *7- Average time on line with caller.

*8- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County 9-1-1

Call Volume Report

April 2017

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	3,732	977	14,937	50	768	3,830	22.13	219.25	83
El Paso County	869	240	3,813	17	347	335	5.34	208.63	50
Teller County	123	11	361	4	168	-	3.17	124.82	10
Peterson AFB	44	-	5	-	-	3	2.76	48.11	8
Fort Carson	129	1	319	1	60	-	5.11	133.67	16
Cripple Creek	36	1	30	-	7	-	3.83	251.88	9
Woodland Park	63	11	66	-	3	-	4.31	178.05	8
Monthly Totals	4,996	1,241	19,531	72	1,353	4,168			184
Monthly Total			25,768						

*1- Calls received from wire line telephone devices. *2- Calls received from wireless/VoIP devices *3- Text/SMS messages sent to PSAP *4- Calls transferred to another PSAP

*5- Calls where caller hung up before call was answered. *6- Average time to answer 9-1-1 Calls. *7- Average time on line with caller.

*8- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County 9-1-1 Call Volume Report March 2017

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	4,089	1,044	14,744	47	798	3,754	17.13	218.74	83
El Paso County	1,077	238	3,813	12	361	426	5.63	205.41	50
Teller County	100	4	367	2	165	-	3.44	117.16	10
Peterson AFB	53	-	2	-	-	2	2.89	58.82	8
Fort Carson	143	3	282	-	53	-	5.13	143.62	16
Cripple Creek	33	-	28	-	9	-	4.05	308.69	9
Woodland Park	40	4	71	-	2	-	4.04	215.56	8
Monthly Totals	5,535	1,293	19,307	61	1,388	4,182			184
Monthly Total			26,135						

*1- Calls received from wire line telephone devices. *2- Calls received from wireless/VoIP devices *3- Text/SMS messages sent to PSAP *4- Calls transferred to another PSAP
 *5- Calls where caller hung up before call was answered. *6- Average time to answer 9-1-1 Calls. *7- Average time on line with caller.
 *8- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County 9-1-1

Call Volume Report

February 2017

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	3,463	982	12,695	59	729	3,611	24.36	218.66	83
El Paso County	900	223	3,413	5	325	376	5.23	207.58	50
Teller County	93	10	294	1	100	-	3.59	138.23	10
Peterson AFB	35	-	4	-	-	-	3.26	52.21	8
Fort Carson	107	1	241	3	35	-	4.99	134.71	16
Cripple Creek	33	2	26	-	10	-	3.62	245.81	9
Woodland Park	46	10	43	-	2	-	4.13	207.39	8
Monthly Totals	4,677	1,228	16,716	68	1,201	3,987			184
Monthly Total			22,621						

*1- Calls received from wire line telephone devices. *2- Calls received from wireless/VoIP devices *3- Text/SMS messages sent to PSAP *4- Calls transferred to another PSAP

*5- Calls where caller hung up before call was answered. *6- Average time to answer 9-1-1 Calls. *7- Average time on line with caller.

*8- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County 9-1-1

Call Volume Report

January 2017

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	3,749	1,061	14,539	66	889	4,017	23.37	216.52	83
El Paso County	1,068	221	3,712	11	373	393	5.36	199.96	50
Teller County	116	6	334	3	119	-	3.15	136.47	10
Peterson AFB	35	-	3	-	-	5	3.21	81.12	8
Fort Carson	149	2	282	2	49	-	4.92	143.04	16
Cripple Creek	32	1	24	-	10	-	3.17	284.58	9
Woodland Park	32	4	59	-	4	-	5.11	234.13	8
Monthly Totals	5,181	1,295	18,953	82	1,444	4,415			184
Monthly Total			25,429						

*1- Calls received from wire line telephone devices. *2- Calls received from wireless/VoIP devices *3- Text/SMS messages sent to PSAP *4- Calls transferred to another PSAP

*5- Calls where caller hung up before call was answered. *6- Average time to answer 9-1-1 Calls. *7- Average time on line with caller.

*8- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County 9-1-1 Call Volume Report December 2016

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	3,841	1,037	14,955	50	781	3,730	22.53	214.42	83
El Paso County	932	216	3,807	16	366	394	4.21	197.68	50
Teller County	114	5	379	1	130	-	3.36	120.85	10
Fountain	-	-	-	-	-	-			0
Peterson AFB	26	-	6	-	-	-	3.68	91.91	8
Fort Carson	112	-	254	4	48	-	5.18	146.11	16
Cripple Creek	33	4	43	-	9	-	3.25	217.09	9
Woodland Park	39	5	54	-	5	-	5.11	199.72	8
Monthly Totals	5,097	1,267	19,498	71	1,339	4,124			184
Monthly Total			25,862						

*1- Calls received from wire line telephone devices. *2- Calls received from wireless/VoIP devices *3- Text/SMS messages sent to PSAP *4- Calls transferred to another PSAP

*5- Calls where caller hung up before call was answered. *6- Average time to answer 9-1-1 Calls. *7- Average time on line with caller.

*8- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County 9-1-1 Call Volume Report November 2016

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	3,717	979	14,583	50	799	3,928	23.24	205.93	83
El Paso County	906	196	3,541	17	267	340	4.35	189.65	50
Teller County	100	5	431	1	147	-	3.39	105.32	10
Fountain	-	-	-	-	-	-	0	0	0
Peterson AFB	55	4	2	-	-	2	4.72	80.84	8
Fort Carson	149	-	350	2	94	-	4.99	138.43	16
Cripple Creek	37	-	29	-	11	-	3.87	262.01	9
Woodland Park	48	2	65	-	2	-	4.26	201.71	8
Monthly Totals	5,012	1,186	19,001	70	1,320	4,270			184
Monthly Total			25,199						

*1- Calls received from wire line telephone devices. *2- Calls received from wireless/VoIP devices *3- Text/SMS messages sent to PSAP *4- Calls transferred to another PSAP
 *5- Calls where caller hung up before call was answered. *6- Average time to answer 9-1-1 Calls. *7- Average time on line with caller.
 *8- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County 9-1-1 Call Volume Report October 2016

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	4,203	1,078	17,368	63	967	5,124	32.55	209.61	83
El Paso County	1,028	222	3,827	17	276	358	4.53	200.28	50
Teller County	120	8	557	1	195	-	3.45	95.31	10
Fountain	-	-	-	-	-	-	0	0	0
Peterson AFB	46	4	9	-	-	2	3.33	101.01	8
Fort Carson	134	4	271	5	48	-	5.07	148.06	16
Cripple Creek	28	4	35	-	17	-	3.96	225.91	9
Woodland Park	51	16	82	-	1	-	4.04	165.71	8
Monthly Totals	5,610	1,336	22,149	86	1,504	5,484			184
Monthly Total			29,095						

*1- Calls received from wire line telephone devices. *2- Calls received from wireless/VoIP devices *3- Text/SMS messages sent to PSAP *4- Calls transferred to another PSAP

*5- Calls where caller hung up before call was answered. *6- Average time to answer 9-1-1 Calls. *7- Average time on line with caller.

*8- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County 9-1-1

Call Volume Report

September 2016

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	4,151	1,012	17,727	84	1,005	5,128	31.58	212.36	83
El Paso County	1,214	192	3,944	14	262	562	4.12	206.52	50
Teller County	118	12	573	3	186	-	3.91	93.28	10
Fountain	-	-	-	-	-	-	0	0	0
Peterson AFB	30	8	38	-	-	4	3.35	86.53	8
Fort Carson	149	2	260	3	34	-	4.63	123.13	16
Cripple Creek	32	2	38	-	15	-	4.04	233.79	9
Woodland Park	68	7	64	-	9	-	4.03	186.46	8
Monthly Totals	5,762	1,235	22,644	104	1,511	5,694			184
Monthly Total			29,641						

*1- Calls received from wire line telephone devices. *2- Calls received from wireless/VoIP devices *3- Text/SMS messages sent to PSAP *4- Calls transferred to another PSAP

*5- Calls where caller hung up before call was answered. *6- Average time to answer 9-1-1 Calls. *7- Average time on line with caller.

*8- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County 9-1-1 Call Volume Report August 2016

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	4,702	1,051	18,930	70	1,034	5,768	32.49	210.11	83
El Paso County	1,088	237	3,956	20	344	401	5.23	203.36	38
Teller County	135	5	581	1	186	-	3.51	115.04	10
Fountain	22	11	85	-	-	-	3.22	212.91	12
Peterson AFB	40	1	4	-	-	3	2.62	85.09	8
Fort Carson	140	10	310	-	33	-	4.69	145.89	16
Cripple Creek	32	4	39	-	8	-	3.01	251.45	9
Woodland Park	30	3	72	-	4	-	4.24	220.14	8
Monthly Totals	6,189	1,322	23,977	91	1,609	6,172			184
Monthly Total			31,488						

*1- Calls received from wire line telephone devices. *2- Calls received from wireless/VoIP devices *3- Text/SMS messages sent to PSAP *4- Calls transferred to another PSAP

*5- Calls where caller hung up before call was answered. *6- Average time to answer 9-1-1 Calls. *7- Average time on line with caller.

*8- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County 9-1-1 Call Volume Report July 2016

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	4,623	1,196	20,131	116	1,094	6,142	31.12	206.52	83
El Paso County	1,090	235	4,400	22	621	443	6.32	173.65	38
Teller County	172	8	741	-	250	-	3.36	91.71	10
Fountain	124	45	374	-	7	-	2.99	217.85	12
Peterson AFB	44	3	8	-	-	5	3.34	81.95	8
Fort Carson	122	4	343	3	21	-	4.82	123.69	16
Cripple Creek	38	-	53	-	16	-	3.71	245.28	9
Woodland Park	58	5	79	-	5	-	4.05	189.11	8
Monthly Totals	6,271	1,496	26,129	141	2,014	6,590			184
Monthly Total			33,896						

*1- Calls received from wire line telephone devices. *2- Calls received from wireless/VoIP devices *3- Text/SMS messages sent to PSAP *4- Calls transferred to another PSAP

*5- Calls where caller hung up before call was answered. *6- Average time to answer 9-1-1 Calls. *7- Average time on line with caller.

*8- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County 9-1-1 Call Volume Report June 2016

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	4,438	1,088	18,924	89	1,016	5,896	31.69	208.46	83
El Paso County	996	204	4,078	26	531	484	6.21	157.98	38
Teller County	140	21	605	-	218	-	3.61	109.58	10
Fountain	112	42	356	-	2	-	3.33	197.12	12
Peterson AFB	43	2	7	-	1	3	3.17	109.84	8
Fort Carson	138	5	307	-	15	-	5.05	111.39	16
Cripple Creek	43	-	47	-	15	-	3.41	271.69	9
Woodland Park	56	5	73	-	5	-	3.96	163.11	8
Monthly Totals	5,966	1,367	24,397	115	1,803	6,383			184
Monthly Total			31,730						

*1- Calls received from wire line telephone devices. *2- Calls received from wireless/VoIP devices *3- Text/SMS messages sent to PSAP *4- Calls transferred to another PSAP
 *5- Calls where caller hung up before call was answered. *6- Average time to answer 9-1-1 Calls. *7- Average time on line with caller.
 *8- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County 9-1-1

Call Volume Report

May 2016

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	4,275	997	17,755	94	976	4,942	28.14	218.52	83
El Paso County	990	169	3,644	4	525	406	5.36	181.41	38
Teller County	134	10	460	1	124	-	3.56	106.46	10
Fountain	140	36	330	-	11	-	3.09	214.99	12
Peterson AFB	45	4	7	-	-	5	2.92	140.78	8
Fort Carson	208	6	286	3	28	-	4.95	119.18	16
Cripple Creek	44	3	31	-	9	-	3.69	257.22	9
Woodland Park	51	59	110	-	4	-	3.94	202.87	8
Monthly Totals	5,887	1,284	22,623	102	1,677	5,353			184
Monthly Total			29,794						

*1- Calls received from wire line telephone devices. *2- Calls received from wireless/VoIP devices *3- Text/SMS messages sent to PSAP *4- Calls transferred to another PSAP

*5- Calls where caller hung up before call was answered. *6- Average time to answer 9-1-1 Calls. *7- Average time on line with caller.

*8- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County 9-1-1 Call Volume Report April 2016

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	4,232	989	15,862	76	931	4,570	21.55	215.23	83
El Paso County	810	167	3,480	15	468	362	5.19	177.26	38
Teller County	122	17	402	4	152	-	3.27	108.48	10
Fountain	100	23	325	-	2	-	3.31	215.75	12
Peterson AFB	36	3	8	-	2	3	2.86	148.71	8
Fort Carson	135	7	258	1	14	-	5.26	127.44	16
Cripple Creek	33	4	35	-	10	-	3.81	249.55	9
Woodland Park	28	4	52	-	2	-	4.47	179.36	8
Monthly Totals	5,496	1,214	20,422	96	1,581	4,935			184
Monthly Total			27,132						

*1- Calls received from wire line telephone devices. *2- Calls received from wireless/VoIP devices *3- Text/SMS messages sent to PSAP *4- Calls transferred to another PSAP

*5- Calls where caller hung up before call was answered. *6- Average time to answer 9-1-1 Calls. *7- Average time on line with caller.

*8- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County 9-1-1 Call Volume Report March 2016

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	4,367	959	15,655	55	1,137	4,483	23.56	212.13	83
El Paso County	922	203	3,764	18	428	332	6.22	182.31	38
Teller County	136	19	421	1	163	-	3.97	154.62	10
Fountain	106	27	303	-	4	-	4.21	211.54	12
Peterson AFB	58	5	7	-	5	3	3.85	132.74	8
Fort Carson	142	1	284	6	15	-	4.77	176.32	16
Cripple Creek	48	1	28	-	11	-	4.13	269.44	9
Woodland Park	30	5	65	-	6	-	4.58	238.92	8
Monthly Totals	5,809	1,220	20,527	80	1,769	4,818			184
Monthly Total			27,556						

*1- Calls received from wire line telephone devices. *2- Calls received from wireless/VoIP devices *3- Text/SMS messages sent to PSAP *4- Calls transferred to another PSAP

*5- Calls where caller hung up before call was answered. *6- Average time to answer 9-1-1 Calls. *7- Average time on line with caller.

*8- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1

Call Volume Report

February 2016

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4,005	954	16,209	1,790	4,343	22.19	202.06	83
El Paso County	487	115	1,188	62	72	5.69	215.66	38
Teller County	115	11	396	127	-	3.95	149.32	10
Fountain	112	38	279	3	-	4.01	214.74	12
Peterson AFB	28	2	5	-	6	3.75	131.52	8
Fort Carson	132	3	298	8	-	4.63	178.64	16
Cripple Creek	43	2	26	10	-	3.99	268.15	9
Woodland Park	28	4	53	3	-	4.83	239.76	8
Monthly Totals	4,950	1,129	18,454	2,003	4,421			184
Monthly Total			24,533					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP

*4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.

*7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1

Call Volume Report

January 2016

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4,120	947	16,924	2,068	4,366	19.23	199.61	83
El Paso County	611	193	1,290	42	72	5.11	274.09	38
Teller County	123	7	407	165	-	3.26	136.61	10
Fountain	90	34	322	2	-	3.92	211.43	12
Peterson AFB	33	3	3	-	3	3.71	129.62	8
Fort Carson	121	4	94	-	-	4.71	180.76	16
Cripple Creek	25	4	27	4	-	3.92	259.22	9
Woodland Park	40	5	77	2	-	4.12	249.85	8
Monthly Totals	5,163	1,197	19,144	2,283	4,441			184
Monthly Total			25,504					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP

*4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.

*7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1 Call Volume Report December 2015

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4,426	1,051	18,075	2,121	4,682	21.69	201.01	83
El Paso County	785	199	1,292	47	92	5.36	247.16	38
Teller County	96	10	527	136	-	3.61	133.92	10
Fountain	104	40	328	8	-	3.61	208.03	12
Peterson AFB	24	5	5	-	4	3.81	126.88	8
Fort Carson	80	1	89	4	-	4.99	182.19	16
Cripple Creek	34	6	37	11	4	3.71	253.62	9
Woodland Park	23	6	64	4	-	4.33	236.46	8
Monthly Totals	5,572	1,318	20,417	2,331	4,782			184
Monthly Total			27,307					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP

*4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.

*7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

**El Paso - Teller County E9-1-1
Call Volume Report
November 2015**

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4,348	938	18,439	2,277	4,671	23.72	208.16	83
El Paso County	760	178	1,310	38	101	5.21	238.67	38
Teller County	135	20	432	149	-	3.42	126.11	10
Fountain	93	36	319	6	-	3.76	201.93	12
Peterson AFB	35	-	9	-	4	3.22	119.52	8
Fort Carson	113	5	113	-	-	4.56	181.26	16
Cripple Creek	35	5	29	7	5	3.33	251.46	9
Woodland Park	42	2	59	2	-	4.61	239.65	8
Monthly Totals	5,561	1,184	20,710	2,479	4,781			184
Monthly Total			27,455					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP
 *4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.
 *7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1 Call Volume Report October 2015

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4,803	1,051	20,705	2,274	6,179	32.16	218.81	83
El Paso County	713	175	1,325	52	84	5.97	232.33	38
Teller County	165	4	399	122	-	3.29	118.43	10
Fountain	170	35	338	11	-	3.71	198.25	12
Peterson AFB	32	1	7	1	5	3.18	115.94	8
Fort Carson	103	5	99	-	-	4.21	178.85	16
Cripple Creek	30	1	24	7	1	3.38	246.72	9
Woodland Park	38	5	51	3	-	4.73	225.69	8
Monthly Totals	6,054	1,277	22,948	2,470	6,269			184
Monthly Total			30,279					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP
 *4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.
 *7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1

Call Volume Report

September 2015

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4,991	1,052	22,500	2,455	7,037	35.62	219.46	83
El Paso County	825	207	1,367	51	93	6.57	258.19	38
Teller County	165	10	581	164	-	3.23	116.96	10
Fountain	193	34	397	20	-	3.67	196.42	12
Peterson AFB	46	-	4	-	7	3.06	115.01	8
Fort Carson	118	3	75	3	-	4.72	175.39	16
Cripple Creek	33	1	34	8	1	3.36	242.99	9
Woodland Park	52	5	80	4	-	5.12	223.41	8
Monthly Totals	6,423	1,312	25,038	2,705	7,138			184
Monthly Total			32,773					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP

*4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.

*7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1

Call Volume Report

August 2015

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	5,195	1,082	24,026	2,463	7,317	35.87	225.43	83
El Paso County	863	192	1,411	35	103	6.28	262.11	38
Teller County	143	9	648	207	-	3.49	114.11	10
Fountain	193	39	378	21	-	3.85	194.29	12
Peterson AFB	24	-	4	2	3	2.89	114.36	8
Fort Carson	107	7	90	2	-	4.89	176.43	16
Cripple Creek	34	26	60	12	2	3.34	242.41	9
Woodland Park	47	3	92	4	-	5.28	220.66	8
Monthly Totals	6,606	1,358	26,709	2,746	7,425			184
Monthly Total			34,673					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP

*4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.

*7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1 Call Volume Report July 2015

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	5,360	1,116	23,556	2,499	7,164	35.31	224.55	83
El Paso County	834	177	1,469	61	91	6.91	244.98	38
Teller County	181	18	675	212	-	3.26	107.38	10
Fountain	156	40	334	17	-	3.51	196.01	12
Peterson AFB	48	1	11	-	2	3.23	100.11	8
Fort Carson	172	7	96	5	-	4.52	140.38	16
Cripple Creek	88	2	40	14	13	3.64	200.16	9
Woodland Park	54	5	75	6	-	5.13	204.13	8
Monthly Totals	6,893	1,366	26,256	2,814	7,270			184
Monthly Total			34,515					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP
 *4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.
 *7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1
Call Volume Report
June 2015

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	5,070	1,081	22,465	2,450	6,080	26.81	213.17	83
El Paso County	878	204	1,345	44	112	6.64	264.12	38
Teller County	158	7	569	166	-	3.45	88.09	10
Fountain	162	39	386	13	-	3.73	217.56	12
Peterson AFB	49	2	4	1	6	3.18	139.15	8
Fort Carson	120	6	70	1	-	4.56	163.12	16
Cripple Creek	26	2	30	13	3	3.25	282.95	9
Woodland Park	41	5	55	3	-	5.76	203.01	8
Monthly Totals	6,504	1,346	24,924	2,691	6,201			184
Monthly Total			32,774					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP
 *4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.
 *7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1

Call Volume Report

May 2015

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	5,024	948	19,519	2,360	5,301	24.55	218.42	83
El Paso County	769	202	1,226	43	92	6.15	253.61	38
Teller County	154	11	504	159	-	3.68	103.06	10
Fountain	129	21	298	5	-	3.64	199.01	12
Peterson AFB	38	2	5	-	3	2.6	107.95	8
Fort Carson	117	8	74	2	-	4.88	183.26	16
Cripple Creek	38	1	32	5	5	4.15	280.62	9
Woodland Park	44	3	64	24	-	5.3	205.46	8
Monthly Totals	6,313	1,196	21,722	2,598	5,401			184
Monthly Total			29,231					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP

*4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.

*7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1

Call Volume Report

April 2015

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4,644	935	18,901	2,122	5,542	28.94	223.78	83
El Paso County	746	170	1,216	31	129	7.01	258.1	38
Teller County	166	9	415	137	-	3.15	98.07	10
Fountain	138	42	302	15	-	3.67	221.14	12
Peterson AFB	34	1	3	2	2	2.61	116.23	8
Fort Carson	110	1	66	-	-	4.76	136.26	16
Cripple Creek	38	1	21	4	2	3.87	254.82	9
Woodland Park	51	2	59	1	-	5.79	147.67	8
Monthly Totals	5,927	1,161	20,983	2,312	5,675			184
Monthly Total			28,071					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP

*4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.

*7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

**El Paso - Teller County E9-1-1
Call Volume Report
March 2015**

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4,702	952	18,626	2,013	5,666	28.09	224.46	83
El Paso County	712	201	1,100	34	95	6.05	261.34	38
Teller County	109	6	416	114	-	3.18	105.91	10
Fountain	140	34	273	7	-	3.11	227.41	12
Peterson AFB	32	1	33	-	4	4.54	109.72	8
Fort Carson	151	7	93	3	-	4.71	138.12	16
Cripple Creek	38	6	29	11	1	3.43	280.17	9
Woodland Park	31	6	56	2	-	5.88	199.68	8
Monthly Totals	5,915	1,213	20,626	2,184	5,766			184
Monthly Total			27,754					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP
 *4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.
 *7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1

Call Volume Report

February 2015

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4,184	843	15,474	1,775	4,236	24.53	221.19	83
El Paso County	583	168	1,023	23	70	7.27	265.13	38
Teller County	89	9	324	100	-	2.83	106.11	10
Fountain	85	29	253	4	-	2.96	243.16	12
Peterson AFB	33	1	4	4	3	4.16	108.16	8
Fort Carson	148	2	79	1	-	4.66	162.52	16
Cripple Creek	33	2	25	3	5	3.51	313.82	9
Woodland Park	41	3	33	3	-	6.05	201.35	8
Monthly Totals	5,196	1,057	17,215	1,913	4,314			184
Monthly Total			23,468					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP

*4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.

*7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1

Call Volume Report

January 2015

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4,578	885	17,184	2,034	4,531	20.31	218.19	83
El Paso County	643	176	1,148	28	71	6.32	280.97	38
Teller County	111	4	367	135	-	2.84	116.4	10
Fountain	83	36	290	3	-	3.15	225.25	12
Peterson AFB	52	1	10	-	8	4.34	123.27	8
Fort Carson	135	2	106	2	-	4.73	172.32	16
Cripple Creek	21	1	24	7	1	3.08	289.12	9
Woodland Park	38	1	66	3	-	5.01	190.77	8
Monthly Totals	5,661	1,106	19,195	2,212	4,611			184
Monthly Total			25,962					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP

*4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.

*7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1 Call Volume Report December 2014

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4,694	937	17,622	1,845	5,235	29.38	236.52	83
El Paso County	670	188	1,176	25	82	6.4	274.96	38
Teller County	129	13	352	131	-	2.87	129.13	10
Fountain	88	26	257	2	-	3.33	229.47	12
Peterson AFB	29	2	8	-	10	4.25	198.25	8
Fort Carson	111	4	86	1	-	5.23	181.13	16
Cripple Creek	29	3	18	-	2	3.5	270.55	9
Woodland Park	39	1	70	2	-	5.45	205.25	8
Monthly Totals	5,789	1,174	19,589	2,006	5,329			184
Monthly Total			26,552					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP

*4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.

*7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

**El Paso - Teller County E9-1-1
Call Volume Report
November 2014**

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4,673	877	16,287	1,756	4,525	23.82	230.09	88
El Paso County	684	179	1,047	37	84	6.36	266.64	35
Teller County	107	9	342	123	-	2.61	118.83	10
Fountain	92	35	275	6	-	3.12	220.57	12
Peterson AFB	47	1	9	-	5	4.9	162.04	8
Fort Carson	114	-	88	8	-	6.18	171.45	15
Cripple Creek	27	1	25	-	2	4.06	247.3	8
Woodland Park	34	1	54	1	-	5.55	222.59	7
Monthly Totals	5,778	1,103	18,127	1,931	4,616			183
Monthly Total			25,008					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP
 *4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.
 *7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1 Call Volume Report October 2014

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4,804	935	18,373	1,926	5,592	33.12	244.52	88
El Paso County	684	192	1,192	50	78	6.38	249.21	35
Teller County	145	6	448	152	-	3.03	103.83	10
Fountain	98	48	302	3	-	3.26	197.43	12
Peterson AFB	52	1	14	1	10	4.34	118.5	8
Fort Carson	146	2	97	-	-	4.61	143.36	15
Cripple Creek	31	-	35	8	2	3.2	297.3	8
Woodland Park	59	-	64	4	-	5.19	141.45	7
Monthly Totals	6,019	1,184	20,525	2,144	5,682			183
Monthly Total			27,728					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP

*4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.

*7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1
Call Volume Report
September 2014

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4,702	997	18,877	2,177	5,481	25.53	239.29	88
El Paso County	741	208	1,282	69	71	6.91	257.01	35
Teller County	146	12	474	146	-	3.34	110.42	10
Fountain	97	39	291	5	-	3.08	231.09	12
Peterson AFB	49	1	12	2	6	4.13	92.14	8
Fort Carson	135	-	106	1	-	4.79	168.11	15
Cripple Creek	55	5	35	6	5	3.56	233.31	8
Woodland Park	50	2	61	4	-	5.37	217.9	7
Monthly Totals	5,975	1,264	21,138	2,410	5,563			183
Monthly Total			28,377					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP
 *4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.
 *7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

**El Paso - Teller County E9-1-1
Call Volume Report
August 2014**

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	5,408	1,294	22,124	2,261	8,360	25.12	228.16	88
El Paso County	821	187	1,272	88	104	6.54	269.28	35
Teller County	188	24	601	159	-	3.08	104.06	10
Fountain	104	36	292	3	-	3.28	213.6	12
Peterson AFB	28	1	10	2	4	4.85	142.03	8
Fort Carson	131	1	83	-	-	4.78	163.45	15
Cripple Creek	43	2	35	10	3	3.63	280.75	8
Woodland Park	47	3	64	3	-	5.55	176.1	7
Monthly Totals	6,770	1,548	24,481	2,526	8,471			183
Monthly Total			32,799					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP
 *4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.
 *7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1

Call Volume Report

July 2014

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	5,426	1,183	21,959	1,803	7,969	24.7	221.87	88
El Paso County	980	198	1,375	49	106	5.79	255.18	35
Teller County	202	15	588	149	136	3.34	108.2	10
Fountain	104	46	313	5	-	3.1	216.52	12
Peterson AFB	28	1	9	-	3	4.17	136.67	8
Fort Carson	188	3	90	2	-	4.82	154.24	15
Cripple Creek	47	7	27	2	2	3.61	253.77	8
Woodland Park	68	3	92	3	-	6.01	168.42	7
Monthly Totals	7,043	1,456	24,453	2,013	8,216			183
Monthly Total			32,952					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP

*4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.

*7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1 Call Volume Report June 2014

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4,823	1,084	19,553	1,726	7,318	29.48	224.88	88
El Paso County	821	187	1,221	30	75	7.09	256.05	35
Teller County	155	16	522	149	136	3.56	110.78	10
Fountain	91	34	251	4	-	2.53	239.25	12
Peterson AFB	25	6	12	-	2	4.99	168.34	8
Fort Carson	161	-	95	2	-	6.29	154.83	15
Cripple Creek	20	2	23	1	1	8.15	242.23	8
Woodland Park	60	2	60	4	-	6.34	155.92	7
Monthly Totals	6,156	1,331	21,737	1,916	7,532			183
Monthly Total			29,224					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP
 *4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.
 *7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1

Call Volume Report

May 2014

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	5380	1241	21318	2045	7402	22.58	204.17	88
El Paso County	826	167	1258	47	91	4.77	277.68	35
Teller County	165	15	383	131	0	2.27	128.25	10
Fountain	93	38	289	4	0	3.25	214.58	12
Peterson AFB	34	6	9	1	3	6.08	81.62	8
Fort Carson	161	0	95	3	0	4.66	201.68	15
Cripple Creek	33	3	15	1	4	4.23	222.34	8
Woodland Park	58	1	64	6	0	5.57	202.95	7
Monthly Totals	6750	1471	23431	2238	7500			183
Monthly Total			31652					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP

*4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.

*7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

**El Paso - Teller County E9-1-1
Call Volume Report
April 2014**

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4591	897	16342	1905	5645	21.58	206.14	88
El Paso County	671	157	1037	38	99	4.83	275.71	35
Teller County	102	2	324	130	0	2.35	126.12	10
Fountain	96	34	298	2	5	3.2	214.59	12
Peterson AFB	39	7	4	1	0	6.04	82.74	8
Fort Carson	145	1	103	2	0	4.65	203.3	15
Cripple Creek	24	4	12	8	0	3.86	221.24	8
Woodland Park	42	1	74	1	0	5.55	205.92	7
Monthly Totals	5710	1103	18194	2087	5749			183
Monthly Total			25007					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP
 *4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.
 *7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

**El Paso - Teller County E9-1-1
Call Volume Report
March 2014**

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4710	943	15913	1909	5345	20.5	219.54	88
El Paso County	659	184	1047	38	75	5.32	336.2	35
Teller County	138	11	386	148	0	2.35	126.12	10
Fountain	99	25	283	7	0	3.09	231.7	12
Peterson AFB	34	7	7	1	5	3.59	181.36	8
Fort Carson	125	0	80	0	0	4.79	187.32	15
Cripple Creek	34	7	20	6	1	3.53	243.41	8
Woodland Park	52	1	60	17	0	5.55	205.92	7
Monthly Totals	5851	1178	17796	2126	5426			183
Monthly Total			24825					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP
 *4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.
 *7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1

Call Volume Report

February 2014

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4053	801	14347	1829	4285	18.23	208.29	88
El Paso County	642	165	959	35	73	5.72	273.41	35
Teller County	98	11	285	112	0	3.15	129.93	10
Fountain	103	26	303	3	0	3.01	231.59	12
Peterson AFB	44	6	9	1	4	5.14	87.94	8
Fort Carson	133	1	80	0	0	5.95	160.6	15
Cripple Creek	26	0	20	8	1	3.29	342.46	8
Woodland Park	46	3	38	2	0	6.19	192.71	7
Monthly Totals	5145	1013	16041	1990	4363			183
Monthly Total			22199					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP

*4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.

*7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1

Call Volume Report

January 2014

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4363	972	15035	1872	4264	17.51	217.17	88
El Paso County	739	212	1053	40	100	5.41	287.32	35
Teller County	122	1	314	102	0	3.15	129.93	10
Fountain	103	26	303	11	0	3.01	231.59	12
Peterson AFB	41	4	5	1	5	5.14	87.94	8
Fort Carson	131	1	80	1	0	5.95	160.6	15
Cripple Creek	24	2	25	8	0	3.29	342.46	8
Woodland Park	40	0	33	4	0	6.19	192.71	7
Monthly Totals	5563	1218	16848	2039	4369			183
Monthly Total			23629					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP

*4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.

*7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1

Call Volume Report

December 2013

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4387	969	15567	1881	4483	16.44	205.4	88
El Paso County	677	194	1010	16	76	5.7	257.16	35
Teller County	91	9	334	109	0	3.43	159.09	10
Fountain	102	28	265	5	0	2.66	246.04	12
Peterson AFB	37	3	7	2	3	6.03	161.5	8
Fort Carson	118	2	83	2	0	5.15	187.17	15
Cripple Creek	39	3	15	10	1	3.79	313.76	8
Woodland Park	50	2	57	4	0	6.75	203.47	7
Monthly Totals	5501	1210	17338	2029	4563			183
Monthly Total			24049					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP

*4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.

*7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

**El Paso - Teller County E9-1-1
Call Volume Report
November 2013**

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4492	948	16274	2058	5150	17.69	190.26	88
El Paso County	713	151	1078	17	89	6.65	279.23	35
Teller County	111	5	338	114	0	3.05	80.43	10
Fountain	113	44	239	12	0	2.74	222.13	12
Peterson AFB	43	9	11	2	5	5.88	143	8
Fort Carson	152	4	111	7	0	4.85	187.79	15
Cripple Creek	18	5	26	18	1	3.08	200.48	8
Woodland Park	41	2	50	4	0	6.89	269.19	7
Monthly Totals	5683	1168	18127	2232	5245			183
Monthly Total			24978					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP
 *4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.
 *7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1
Call Volume Report
October 2013

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4927	925	16858	1926	5823	19.51	200.6	88
El Paso County	694	190	1112	43	83	6.19	270.92	35
Teller County	92	7	405	139	0	3.25	100.38	10
Fountain	112	333	253	4	0	3.02	211.95	12
Peterson AFB	35	3	11	2	6	6.04	140.3	8
Fort Carson	152	4	111	7	0	4.69	178.07	15
Cripple Creek	31	3	22	9	6	4.51	252.89	8
Woodland Park	46	4	58	2	0	6.29	187.73	7
Monthly Totals	6089	1469	18830	2132	5918			183
Monthly Total			26388					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP
 *4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.
 *7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1

Call Volume Report

September 2013

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	5053	1108	18800	1979	6840	23.04	196.86	88
El Paso County	844	217	1168	47	106	6.22	257.12	35
Teller County	132	10	435	149	0	2.95	76.46	10
Fountain	102	28	247	5	0	3.08	180.3	12
Peterson AFB	37	1	3	2	3	6.1	90.9	8
Fort Carson	170	2	121	1	0	5.24	167.43	15
Cripple Creek	38	2	35	19	6	3.64	289.96	8
Woodland Park	66	2	58	6	0	9.64	193.14	7
Monthly Totals	6442	1370	20867	2208	6955			183
Monthly Total			28679					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP

*4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.

*7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1

Call Volume Report

August 2013

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	5477	1176	21080	2348	7180	21.52	199.31	88
El Paso County	919	199	1332	33	135	6.98	278.05	35
Teller County	185	10	638	202	0	3.43	106.09	10
Fountain	132	39	336	20	0	3.05	203.75	9
Peterson AFB	39	3	11	2	3	3.93	79.28	8
Fort Carson	160	4	121	9	0	6	193.56	15
Cripple Creek	44	3	37	21	4	4.08	224.92	8
Woodland Park	48	7	95	4	0	7.45	216.73	7
Monthly Totals	7004	1441	23650	2639	7322			180
Monthly Total			32095					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP

*4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.

*7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1
Call Volume Report
July 2013

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	5193	1120	19380	2352	6261	19.03	193.37	88
El Paso County	872	220	1361	46	108	8.24	196.7	35
Teller County	155	10	489	185	0	3.12	97.37	10
Fountain	120	49	237	14	0	2.98	206.29	9
Peterson AFB	30	2	4	1	1	4.26	112.58	8
Fort Carson	138	1	117	0	0	5.77	215.64	15
Cripple Creek	39	3	31	17	0	4.47	258.09	8
Woodland Park	32	1	76	4	0	7.28	211.32	7
Monthly Totals	6579	1406	21695	2619	6370			180
Monthly Total			29680					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP
 *4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.
 *7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1
Call Volume Report
June 2013

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	5157	1230	20585	2497	6867	19.91	199.01	88
El Paso County	1208	255	1456	44	95	7.65	245.59	35
Teller County	196	20	546	185	0	2.74	87.88	10
Fountain	225	33	247	24	0	2.99	177.8	9
Peterson AFB	38	2	11	4	1	6.25	155.33	8
Fort Carson	107	2	66	4	0	5.71	215.44	15
Cripple Creek	38	3	23	18	2	4.41	231.98	8
Woodland Park	163	2	63	6	0	6.27	166.7	7
Monthly Totals	7132	1547	22997	2782	6965			180
Monthly Total			31676					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP
 *4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.
 *7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1

Call Volume Report

May 2013

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	5101	987	18786	2075	5684	17.79	188.36	88
El Paso County	912	180	1203	21	102	6.45	284.66	35
Teller County	126	12	442	176	0	3.4	110.35	10
Fountain	135	36	256	8	0	2.89	202.68	9
Peterson AFB	25	2	13	2	4	3.56	143.89	8
Fort Carson	136	1	101	2	0	4.41	197.17	15
Cripple Creek	55	1	25	12	2	3.88	215.44	8
Woodland Park	43	2	74	2	0	6.48	214.51	7
Monthly Totals	6533	1221	20900	2298	5792			180
Monthly Total			28654					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP

*4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.

*7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1

Call Volume Report

April 2013

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4602	933	15425	1790	4439	15.6	197.92	88
El Paso County	720	164	998	14	99	15.43	141.71	35
Teller County	94	6	309	115	0	2.83	116.61	10
Fountain	146	41	226	5	0	2.75	210.47	9
Peterson AFB	44	3	10	1	4	4.69	152.08	8
Fort Carson	119	2	230	2	0	4.39	162.51	15
Cripple Creek	23	2	24	16	2	3.6	375.93	8
Woodland Park	39	0	51	0	0	7.92	231.08	7
Monthly Totals	5787	1151	17273	1943	4544			180
Monthly Total			24211					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP

*4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.

*7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

**El Paso - Teller County E9-1-1
Call Volume Report
March 2013**

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4920	973	16205	1995	4618	15.06	188.59	88
El Paso County	683	163	1052	34	60	5.72	242.93	35
Teller County	107	7	347	120	0	3.25	91.61	10
Fountain	112	32	259	5	0	2.41	186.27	9
Manitou Springs	60	4	61	1	6	4.18	165.04	6
Peterson AFB	43	3	6	1	10	4.67	109.71	8
Fort Carson	164	1	128	1	0	5.23	190.73	15
Cripple Creek	43	0	21	6	2	3.75	270.18	8
Woodland Park	41	0	55	2	0	6.49	132.53	7
Monthly Totals	6173	1183	18134	2165	4696			186
Monthly Total			25490					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP

*4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.

*7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1

Call Volume Report

February 2013

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4277	758	13384	1636	3527	10.23	187.6	88
El Paso County	571	147	858	34	85	5.74	255.5	35
Teller County	79	10	329	120	0	3.68	148.46	10
Fountain	73	39	219	2	0	2.41	186.27	9
Manitou Springs	31	7	62	1	0	4.26	169.09	6
Peterson AFB	74	2	11	45	0	6.16	85.58	8
Fort Carson	106	2	98	2	0	5.11	164.67	15
Cripple Creek	55	0	22	3	0	4.23	208.61	8
Woodland Park	33	5	47	1	0	3.68	157.41	7
Monthly Totals	5299	970	15030	1844	3612			186
Monthly Total			21299					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP

*4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.

*7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

El Paso - Teller County E9-1-1
Call Volume Report
December 2012

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7
Colorado Springs	4865	892	15729	1944	4379	14.95	167.39	88
El Paso County	903	0	960	78	116	6.5	93	35
Teller County	101	9	317	132	0	3.1	118.91	10
Fountain	83	56	238	3	0	2.88	262.09	9
Manitou Springs	31	20	59	2	3	3.81	175.03	6
Air Force Academy	3	0	0	1	2	8	76	4
Peterson AFB	56	13	15	1	3	3.19	106.74	8
Fort Carson	139	0	90	0	0	4.75	155.23	15
Cripple Creek	33	0	14	4	7	3.24	318.2	8
Woodland Park	50	5	65	1	0	6.31	183.3	7
Monthly Totals	6264	995	17487	2166	4510			190
Monthly Total			24746					

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 *4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.
 *7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.